

C. DUKES SCOTT
EXECUTIVE DIRECTOR

1401 Main Street, Suite 900
Columbia, SC 29201



DAN E. ARNETT
CHIEF OF STAFF

Phone: (803) 737-0800
Fax: (803) 737-0801

jnelson@regstaff.sc.gov

Jeffrey M. Nelson
Counsel for ORS

May 1, 2013

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Re: Application of Tega Cay Water Service, Incorporated for Adjustment of Rates and Charges and Modifications of Certain Terms and Conditions for the Provision of Water and Sewer Service – ORS Report As Requested By Commission Order No. 2013-79
Docket No. 2012-177-WS

Dear Ms. Boyd:

Pursuant to Commission Order No. 2013-79 issued under Docket No. 2012-177-WS, the Office of Regulatory Staff (“ORS”) coordinated with Tega Cay Water Service, Incorporated (“Tega Cay” or “the Company”) and its Attorneys to establish a timeline for the Company to provide ORS with the information needed to prepare the requested report by November 9, 2013.

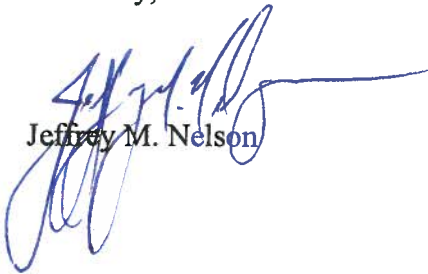
As a result of those meetings between ORS and the Company, the following timeline was established and agreed to by ORS and Tega Cay:

- 1) Quarterly reports would be submitted to ORS by Tega Cay on the following dates:
 - a. 4/19/13 (reporting period 1/09/13-03/09/13)
 - b. 7/19/13 (reporting period 3/10/13-6/09/13)
 - c. 10/18/13 (reporting period 6/10/13-10/09/13)
 - d. If more time is required for a quarterly report, Patrick Flynn will talk with Dawn Hipp.
- 2) The Quarterly Report will be submitted in Excel/Word format and contain the following items:
 - a. Any warning notices, NOV's, consent orders from DHEC and TCWS response and/or corrective action plan
 - b. Detail of corrective and preventative maintenance on water/sewer system to include location, type and cost

- c. Detail of capital improvements to include location, type and cost
- d. Summary of customer complaints/inquiries received by Tega Cay detailed by type of complaint (i.e. billing, service...)
- e. Detail of customer meetings or customer education provided during Quarter
- f. Detail of Tega Cay KPI measurements
- g. Other information Tega Cay can suggest

As of the date of this letter, ORS has not received any of the information or materials which the Company committed to providing by April 19, 2013. Neither has the Company contacted ORS to request an extension of the agreed upon April 19th deadline. ORS will not be able to provide the Commission with a comprehensive Report as requested in Commission Order No. 2013-79 by November 9, 2013 unless it is provided the above listed materials and information by the Company in a timely manner.

Sincerely,



Jeffrey M. Nelson

cc: Scott Elliott, Esquire
Charles L.A. Terreni, Esquire
John M.S. Hoefer, Esquire
Tom Oakley